



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In application of:

WILLIAM T. ROWSE et al.

Group Art Unit: 3629

Examiner: Jonathan P. Quellette

Serial No.: 09/547,661

Filed: April 12, 2000

For: SYSTEM FOR PROCESSING A CUSTOMER CONCERN

Attorney Docket No.: 200-0053 (FMC 1185 PUS)

**AMENDMENT UNDER 37 C.F.R. § 1.111  
AND PETITION FOR EXTENSION OF TIME  
UNDER 37 C.F.R. § 1.136(a)**

Mail Stop Amendment  
Commissioner for Patents  
U.S. Patent & Trademark Office  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

Applicant hereby petitions for a one month extension of time to respond to the Office Action mailed March 10, 2005, thereby extending the time period within which to respond to July 10, 2005.

In response to the Office Action mailed March 10, 2005, please amend the above-identified application as follows:

**CERTIFICATE OF MAILING UNDER 37 C.F.R. § 1.8**

I hereby certify that this paper, including all enclosures referred to herein, is being deposited with the United States Postal Service as first-class mail, postage pre-paid, in an envelope addressed to: Mail Stop Amendment, Commissioner for Patents, U.S. Patent & Trademark Office, P.O. Box 1450, Alexandria, VA 22313-1450 on:

June 30, 2005  
Date of Deposit

Myron J. Lloyd  
Name of Person Signing

Myron J. Lloyd  
Signature